

Table S1.

a) Structured communication protocol *CERCAR COVID-19* for the first interview.

C CONTEXT	<p>Review the medical history.</p> <p>We have paper and pen on hand.</p> <p>Review the checklist.</p> <p>We have a list of telephones of interest for the patient.</p> <p>We ensure calmness.</p>
E INTERVIEW	<p>Presentation, we identify ourselves.</p> <p>We identify the patient (name, date of birth, address...).</p> <p>We explain that the interview will last about 15 minutes.</p> <p>We talk about confidentiality.</p> <p>We explain that the planning we will adopt is for their benefit and that of their families and community.</p> <p>We ask about the vaccination schedule against COVID-19.</p>
R REASON FOR CALLING	<p>Reason for the call: we verify if the person has received the result of the COVID-19 test (if not, we provide them with the results).</p> <p>We ask about their health, symptoms, we ask about how they are feeling.</p> <p>We ask about the period of infection, when they started to have symptoms.</p> <p>We explain that they must remain isolated/ in quarantine, and what this means.</p>
C CONTACTS	<p>We explain the definition of contact.</p> <p>We help them remember the contacts they were with 2 days before the start of the symptoms, or the PCR test.</p>
A ADVICE AND ANTICIPATION	<p>We explain what examinations we are going to perform.</p> <p>We explain the emergency signs they must report.</p> <p>We provide instructions on how to isolate; we ensure that they have understood them.</p> <p>We ensure that they can comply with the quarantine.</p> <p>We explore worries and needs.</p> <p>We offer resources.</p>
R REVIEW	<p>REVIEW, QUESTIONS AND CLOSING.</p> <p>We ensure that they have understood all the information.</p>

b) Structured communication protocol *CERCAR COVID-19* for the follow-up interview.

C CONTEXT	<p>Review the medical history and remember if the patient is under quarantine/isolation.</p> <p>We have paper and pen on hand.</p> <p>Review the checklist.</p> <p>We have a list of telephones of interest for the patient.</p> <p>We ensure calmness.</p>
E INTERVIEW	<p>Presentation, we identify ourselves.</p> <p>We identify the patient (name, date of birth, address...).</p> <p>We remind them about confidentiality.</p> <p>We thank them for complying with the quarantine/isolation, and remind them that their effort is protecting those they love and the community in general.</p> <p>We remind them of the vaccination schedule against COVID-19 (if needed).</p>
R REASON FOR CALLING	<p>Reason for calling: this is a follow-up all, we tell the patients that were are aware about the implications of being isolated/in quarantine, and we value their effort.</p> <p>We ask about their health, we ask how they are feeling.</p> <p>We assess improvement/worsening.</p> <p>We remind: we ask about the period of infection, and when the symptoms started.</p> <p>We explain that they must continue with the isolation/quarantine, and ask if they have problems in doing so.</p>
C CONTACTS	<p>We ask about their contacts, and if they have been notified.</p> <p>We ask if they remember a contact they have not mentioned previously.</p>
A ADVICE AND ANTICIPATION	<p>We remind them about the examinations we will conduct.</p> <p>We remind them about the emergency signs they must report.</p> <p>We ask them about how they are dealing with isolation; we ensure that they have understood the information.</p> <p>We ensure that they can comply with the quarantine.</p> <p>We explore worries and needs.</p> <p>We ask if they need help, we remind them that they can call.</p>
R REVIEW	<p>REVIEW, QUESTIONS AND CLOSING.</p> <p>We ensure that they have understood all the information.</p>